Southeastern Pennsylvania Transportation Authority

OPERATIONS DIVISION

CUSTOMER SERVICE MANUAL

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For The Government Of Operations Division Employees
Performing Customer Service Related Duties

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INTRODUCTION

These customer service rules have been developed to prescribe the duties and responsibilities of all SEPTA Operations Division employees who interact with the public.

Compliance with the requirements set forth in these rules is mandatory. Employees whose duties are affected by these rules must familiarize themselves with their requirements, maintain a copy of them and, where required, carry them while on duty. Any questions concerning the contents of these rules or requirements set forth herein must be directed to the employee's immediate supervisor.

Coming in contact with our passengers presents us with an opportunity to build toward a goal of becoming the finest transportation company in the United States. We should use this opportunity to make these contacts so pleasant and so agreeably remembered, that passengers will want to use our services for their travel needs even though other means of transportation are freely available.

To the passenger whose fare is collected, who is receiving helpful information, or whose questions are being answered, you are SEPTA. Its entire body of employees, its management, its service - its whole standing as an organization - will be judged as the passenger judges you.

Courtesy, politeness, and friendliness, together with alertness and competence in the performance of duty, will create a positive picture of our organization.

In addition to these positive qualities, negative attitudes can just as easily create a negative image in the public's mind.

It is within the power of all of us, by our personal actions, to show our patrons that we sincerely desire to please, and that we regard our passengers as our honored guests, whom we wish to make at home on our vehicles and trains, and treat with every courtesy and consideration.

No group has more frequent or more profitable opportunities or doing real and lasting good than our front-line employees. Courtesy, though costing nothing in money, is the best and most effective job insurance for us all. And it means no added trouble. On the contrary, it makes every job easier and more pleasant.

But it takes teamwork for real results. Each of us should do his or her own part - and insist that fellow employees do theirs. Providing safe, reliable service for our passengers is our primary objective.

CS-1. General Responsibility

Employees engaged in serving the public must dedicate themselves to serving the needs of the passengers without jeopardizing the safe operation of the vehicle.

Unless directly engaged in the operation of the vehicle, they must give their attention to the passengers and render assistance to the best of their ability.

Employees are permitted, after properly securing their vehicle, to leave their seat in order to render customer assistance. This may include help in boarding/alighting or to aid a customer on the vehicle who needs assistance. Employees are not to engage in physical assistance if they have a reasonable expectation that such assistance might jeopardize their welfare.

CS-2. Employee Behavior

Employees must be respectful and considerate in dealing with passengers. As duty permits, they must politely give any information to which the passenger is entitled and must make every effort to answer questions pertaining to the transportation system. They must not engage in unnecessary conversation with passengers, nor must they engage in conversation while manipulating the controls of the vehicle.

Employees who are assigned to operate a vehicle must not occupy seats with passengers while the vehicle is assigned to them and is in service.

Employees must make every effort to ensure that passengers do not board the wrong vehicle

CS-3. Undesirable Persons and Actions

When possible without jeopardizing safety, employees must not permit disorderly or intoxicated persons to board the vehicle. They must not permit begging, soliciting, or distribution of unauthorized materials on board a vehicle.

CS- 4. Passengers Exiting at Final Terminal

Employees assigned to a vehicle must ensure that all passengers have exited before leaving the equipment or securing doors. If passengers are found on board to be either sleeping, misrouted, confused, or otherwise incapacitated, the employee must render assistance or arrange for assistance with the proper authority.

CS-5. Waking Sleeping Passengers

When it becomes necessary to awaken a sleeping passenger, employees must take the proper precautions to avoid jeopardizing their own safety, the safety of other passengers, and the safety of the sleeping passenger. When awakening a sleeping person, the employee should be aware that the person may become alarmed and violent. The employee should maintain a safe distance, usually behind the person, to minimize exposure.

When awakening a sleeping passenger, the employee should proceed as follows:

a. Maintain at least an arm's length from the person.
b. Call out to the person in a normal tone of voice.
c. If the person does not respond, call out in a louder voice, tap the seat, or make a loud noise.
d. If the person does not respond, shake the seat from behind.
e. As a last resort, shake the person's shoulder.
f. As the person awakens, immediately state your purpose.

If the person fails to awaken, visually determine if the person is breathing. If the person does not appear to be breathing, immediately call for medical assistance. If the person is breathing but does not awaken, immediately contact supervision for further instructions.

CS- 6. Police Assistance

a. Requests for Police Assistance

Employees must attempt to enforce all rules and regulations that affect passengers in a quiet and courteous manner. If policy cannot be enforced, a request must be made for police assistance.

All requests for police assistance to handle issues relating to the Authority's policies on passenger transportation privileges must be routed through the Control Center. The Train Dispatcher / Controller must arrange for response by either Authority police officers or local police officers.

Such incidents, whether unlawful or against policy, which might initiate requests for police assistance are as follows:

1. Fighting;
2. Assaults;
3. Robberies;
4. Vandalism;
5. Theft;

6. Drug abuse;
7. Threats of violence;
8. People endangering themselves;
9. Obscene or abusive language;
10. Feet on seats;
11. Drinking alcohol;
12. Smoking;
13. Eating or drinking;
14. Occupying restricted areas;
15. Fare disputes.

b. Information When Requesting Police Assistance

Accurate information will maximize the degree of safety to both passengers and employees. When requesting police assistance, the following information must be passed:

1. Route or vehicle number;
2. Exact location, and whether you are stationary or moving;
3. Brief description of the nature of the problem;
4. Where on the vehicle the problem is occurring;
5. Number of persons involved;
6. Juveniles or adults;
7. Description of clothing;
8. Description of auto vehicle (if applicable);
9. Whether drugs or alcohol are involved;
10. Whether weapons are involved;
11. Whether there are any injuries;

CS-7. Disputes

If a dispute with a passenger arises that cannot be handled quietly and courteously, assistance must be requested.

When an employee becomes involved in a dispute or there is a potential violent confrontation with a passenger, the employee should follow this procedure:

a. Try to maintain at least an arm's length from the person(s).
b. Do not move towards the person(s) nor follow if the person(s) steps backward.
c. If the person has been sitting and stands up, back away, maintain distance, and do not stand directly in front of the person.
d. If the person becomes unruly or irrational, inform the person as quietly as possible that you are going to request assistance to resolve the matter. DO NOT state that you are going to call police.
e. Do not touch passengers.

CS- 8. Removing a Passenger from the Vehicle

Caution and good sense must be used when deciding to remove a passenger from a vehicle. When necessary for any reason to remove a passenger, the employee must have the assistance of a police officer. The passenger's safety must be considered when deciding where and when a passenger is to be left at a station. Passengers must not be left at a location where there is no alternative transportation or where the area is considered to be remote or dangerous.

Whenever a passenger is removed from a vehicle, the employee must report the occurrence to the Control Center and be governed by their instructions.

CS-9. Seating Policy

Passengers must not be permitted to deposit their personal belongings on seats that are required for other passengers to sit. When necessary, the owner shall be asked to remove the articles and place them either on the overhead racks, on their laps, or on the floor in front of them.

CS-10. Announcements

Operators are responsible for communicating passenger information and guidance by making announcements, and are governed by the instructions for making such announcements that are specifically prescribed by their mode of operation and ADA requirements.

When automatic announcements are not available, announcements must be made by speaking in a clear and distinct voice and using the public address system, when available.

Announcements must be made in a timely manner, as frequently as may be necessary to keep the passengers informed, and as accurately as possible.

a. Employees must make announcements employing the following effective methods of speaking:
   1. Think what is to be communicated before speaking.
   2. Pronounce words correctly and speak slowly
   3. Phrase all announcements so they make sense to the public. Avoid using terminology of the operating mode. Use common language that the public can easily understand.

4. Make announcements from a location where everyone can readily hear the message. Repeat the announcement several times if speech can only be directed in one direction at a time.
5. Keep announcements as short as possible, giving the most important information first; repeat each announcement made.

b. Employees must make transit stop announcements at the following locations:

1. Within the limits of the City of Philadelphia:
   (a) All transit stops within the Center City Business District, (river to river, South St. to Vine St.).
   (b) Orientation stops every ½ mile within Philadelphia city limits
   (c) All transit stops within the Subway / Surface tunnel.
2. All municipalities:
   (a) All transfer points (announcing the actual route number),
   (b) Major intersections, activity centers, principle points of interest.
   (c) Every mile outside Philadelphia city limits if no other stops were announced.
   (d) Any service stops prescribed by Notice or Bulletin Order.

c. Employees must make route identifier announcements at all transit stops serving two or more routes with passengers waiting to board. The operator must stop the vehicle, open the front doors and announce the route number to the waiting passengers.

d. Employees must make informational announcements concerning the following:

1. Any significant delays in the schedule or breakdowns of vehicles or equipment.
2. Any service interruptions, whether occurring at the present time (maintenance, weather, etc.) or in the future due to pre-arranged maintenance work which will cause service substitution.
3. Any service advisory announcements (including substitution) that may be of interest or concern to the general public, or which may have been directed by supervision.
4. Any information of a general nature which in any way affects the patronage of the transportation system by the public.

CS-11. Bike on Bus

Bicycles are permitted at all times on busses equipped with bicycle racks. Each bicycle rack can accommodate a maximum of two bicycles. Passengers must mount their own bicycle on the rack and secure the bicycle utilizing the securement devices on the rack.

Whenever an operator encounters a passenger with a bicycle requiring the use of the bicycle rack, the following procedures must be adhered to:
Operators must place the vehicle in neutral and engage the parking brake during loading and unloading of the bicycle.

Passengers must not be permitted to load/mount a bicycle from the traffic side of the bus. Operators are to supply instruction, if requested or required.

CS-12. Electronic Balancing Scooters (EBS) on Authority Vehicles

Electric Balancing Scooters are battery-operated, self-balancing two-wheeled scooters designed to transport a person. They are also known as Segways (manufacturer name), gyroscopic mobility devices or automatic balancing wheeled conveyances. Motorcycles, mopeds, motor scooters, motorized bicycles (electric or gasoline-powered), and all other wheeled conveyances are not considered Electronic Balancing Scooters. Electronic Balancing Scooters shall be permitted on SEPTA vehicles and within SEPTA facilities under the following conditions:

a. Eligible Customers

1. The general public can ride during off-peak hours only.
2. Persons with disabilities can ride upon presentation of a Pennsylvania Reduced Fare Card for Persons with Disabilities (“green card”). Such a customer may travel on SEPTA with an EBS during peak or off-peak hours, subject to policy conditions.
3. Law enforcement officers and emergency responders in uniform and with proper identification may bring EBS on any SEPTA mode/route at any time, subject to policy conditions.
4. Children under the age of 14 bringing an EBS on a SEPTA vehicle must be accompanied by an adult (someone over the age of 18). An adult shall accompany only one child with an EBS at a time.

b. Size / Weight Restrictions

1. No greater than 30”w x 48”l.
2. Weight with rider and fully loaded, no greater than 600 pounds.

c. Eligible Routes

1. SEPTA Regional Rail;
2. Broad Street Subway;
3. Market-Frankford Subway Elevated;
4. Route 100;
5. Route 15 (bus and PCC II service only, not to be carried on LRV cars); and
6. All surface bus routes.

d. Conditions Under Which Devices May Be Used

1. General Public - Off-Peak use only.
2. Persons with disabilities - Any time with presentation of Pennsylvania Reduced Fare Card.
3. Device must be turned off or in Power Assist mode while boarding, exiting or while on board vehicle.
4. Riding, sitting or standing on device while on vehicle is prohibited.
5. May not ride device while in station, terminal or on platform.
6. Device must be safely and securely stowed while on vehicle.
7. SEPTA personnel will not assist with loading/unloading or storing device, however, upon request, SEPTA personnel will deploy bridgeplate for use in boarding/exiting rail cars.
8. If device is occupying a wheelchair space and user does not possess a Reduced Fare Card, he/she must yield space to wheelchair user as required.
9. On buses and Route 15 trolleys, user may board using the wheelchair lift or ramp. SEPTA personnel will deploy lift or ramp, but will not otherwise assist with loading, unloading or storing device.
10. Not permitted on trolley routes 10, 11, 13, 34, 36, 101, 102.
11. All users must remain in control of their device at all times.
12. Users must remain with but not on their EBS device during travel.
13. Any person bringing an EBS on a SEPTA transit vehicle must be physically able to load, stow and unload the device, or be accompanied by someone who will provide this assistance.

14. Appropriate fares will apply.
15. Users must yield to pedestrians at all times.
16. Only two devices will be permitted per rail or subway car, one at each end, without blocking aisles.

RIDERS WITH DISABILITIES

CS-50. General Responsibility

Employees must be aware of the presence of passengers with special needs and offer every assistance possible to such passengers. For their convenience, passengers with special needs should board first whenever possible and be seated or directed toward seating immediately inside the vehicle. If such seating is not available, it should be requested of other passengers to make the seating available For instance:

1. At loops, layovers and recovery points operators are required to make every effort to board passengers with disabilities first. Such disabilities could include use of a wheelchair/scooter, or a visual or cognitive impairment.

2. If a bus is on the stand with doors open as the next bus out, the operator must make every effort to allow any person needing assistance to board, including deployment of the lift/ramp, before leaving. If a supervisor is on duty at a terminal or present at a loop or recovery point, an operator who can not board a person with an observable disability must report the occurrence to the supervisor in person before leaving. If the terminal supervisor is unavailable, the operator must contact Control Center immediately using PRTT before leaving.

3. At all other stops on your route, each operator must make every effort to board passengers with observable disabilities first. There are a number of techniques that can be used to accomplish this.

a. You approach a stop and see some customers in the shelter and one disabled customer, perhaps in a wheelchair, waiting outside the shelter.

1) Prior to stopping, ask the current passengers to exit by the center doors because you have to deploy the lift/ramp.

2) Prior to coming to a complete stop, ask passengers to vacate the priority seats, explaining that you need to board a passenger in a wheel chair.

3) Place your front door by the disabled customer, but before opening the front doors, flip the seats, then immediately begin to deploy the lift/ramp.

b. If the passengers still have not vacated the priority seats, open the front doors, stand and face the passengers, and ask them to vacate the priority seats so you can board a customer with a wheelchair. If they still won't move, inform the person in the wheelchair and issue an emergency transfer to him/her, then contact Control Center.

c. Exhibit a positive attitude to encourage cooperation and respect from other passengers as you assist passenger with disabilities. Refusal to assist and/or accommodate passengers with special needs, when needed or requested, is a violation of SEPTA policy and the Federal Americans With Disabilities Act (ADA). In addition, Operators who fail to comply with established ADA laws may be held personally liable for any violation.

CS-51. Mobility Devices

Mobility devices such as canes, crutches,walkers, scooters, wheelchairs, etc., are not considered to be baggage and should not be treated as such. These items should be stored by the passenger in the safest manner possible during transport without interfering with the movement of other passengers.

CS-52. Passengers With Mobility Impairments or Requesting the Use of the Wheelchair Lift or Kneeler

In the application of this rule, the term "wheelchair" refers to traditional wheelchairs, scooters, and other forms of mobility devices commonly used by passengers requiring such device.

Requiring or Requesting the Use of the Wheelchair Lift or Kneeler

a. Wheelchairs, Scooters and other Approved Mobility Assistance Devices

Note: In the application of this rule, the term "wheelchair" refers to traditional wheelchairs, scooters, and other forms of mobility devices commonly used by passengers requiring such device.

Whenever an operator encounters a passenger requiring or requesting the use of the wheelchair lift, the following procedures must be followed:

1. Contact Control Center using the appropriate text message or RTT, and report: time passenger boarded the vehicle and where the passenger

intends to alight.

2. If the lift does not operate, the operator must demonstrate the lift does not work to the passenger and contact Control Center using the appropriate text message or PRTT.
3. If the passenger cannot be transported, the operator must issue a free emergency transfer to the passenger and any aides. In addition, if there is any problem while the passenger is exiting and the passenger becomes delayed, a free emergency transfer must be issued to the passenger and any aides, for the inconvenience caused them.

If there are problems that arise concerning a customer using a wheelchair, the operator must contact the Control Center immediately using the appropriate text message or PRTT. If for any reason communication with Control Center cannot be established, operators must submit an "Incident Sheet" and turn it in along with other required documents at the completion of the day's work.

Employees may provide assistance to wheelchair -using passengers with the lateral movement of the device by pushing or lifting to the extent the employee is physically able to do so without causing strain or injury to oneself.

Wheelchair passengers must ride in the designated area on the vehicle. Wheelchairs are not permitted to occupy any area that will create a safety hazard for other passengers. Proper procedures for securing wheelchairs must be followed.

Prior to boarding, operators must inform the passenger that SEPTA requires all mobility assistance devices to be properly secured. Passengers who refuse to allow their assistance device to be secured may not ride. The operator must politely inform the passenger that SEPTA believes it's in the best interests of their safety if the mobility assistance device is secured, and anyone refusing to do so will be denied service. Control Center must be notified using the appropriate text message or PRTT of any incident involving a passenger's refusal to allow their mobility assistance device to be secured.

It is the operator's responsibility to ensure the safety of the passenger by properly securing the mobility assistance device in the proper location by using all the tie-down devices. Operators are required to offer the use of the shoulder / lap strap for the passenger's added safety.

In addition, if the securement devices are not available or do not conform to the mobility assistance device, the operator must attempt to utilize the shoulder / lap strap. Passengers may refuse the shoulder/lap strap but are still permitted to ride in this situation. Passenger must be informed that they are riding unsecured and instructed to secure their device while the vehicle is in operation.

b. Kneeler

Operators are required to lower the bus steps by activating the kneeler feature when:

1. Requested by a passenger;
2. It is apparent that the passenger needs the kneeler activated to assist in boarding.

CS-53. Passengers With A Hearing Impairment

When the operator is aware that a hearing impaired passenger has boarded the vehicle, the operator should attempt to ascertain the destination of the passenger. The operator should then attempt to personally notify that passenger when the destination has been reached. When communicating personally with a rider who is known to have a hearing impairment, Operators are required to look directly at person when speaking to provide the individual with the opportunity to read lips. Operators should use written communication if otherwise unable to communicate with the individual.

CS-54. Passengers With A Vision Impairment

Prior to boarding the vehicle, if it is apparent that a prospective passenger may have a vision impairment and may require assistance, the operator is required to provide assistance, such as route announcements, offering verbal instructions to assist in boarding, letting the passenger know how many steps, warning of any obstructions or hazards, and the availability of a seat immediately inside the vehicle.

When the operator is aware that a passenger with a vision impairment has boarded the vehicle, the operator should attempt to ascertain the destination of the passenger. The operator should then make certain that the passenger disembarks at that location when the destination has been reached.

CS-55. Passengers with Service Animals

The following procedures apply to trained service animals or service animals in training.

a. Service animals must be leashed or harnessed and under the control of the passenger they serve.

b. Service animals must not occupy passenger seating,
block aisle, path of travel or access to cars.

c. Passengers accompanied by service animals are expected to promptly clean up after their animals.

d. Snarling, picking fights, jumping up, barking/ vocalizing, or threatening behaviors that represent a safety concern for others are prohibited.
Exception: Seizure alert animals trained to alert by jumping up and pushing the owner down.

e. Service animals in training are subject to above rules and limited to one animal per trainer. Operators are permitted to request identification verifying passenger is a service animal trainer.

f. Law enforcement/emergency responders in uniform and with identification accompanied by service animals are subject to the above procedures.

Companion animals, pets, therapy, comfort or emotional support animals are not classed as service animals for the purpose of public transportation and cannot ride SEPTA trains except in carriers.
For this reason, operators may ask:

a. Is this your pet?

b. Is this a trained service animal?

c. What major life activities has this animal been trained to help you with?

FARE PROCEDURES

CS- 60. General Policy on Fare Collection

Employees are governed by the instructions of the Revenue Department for their mode of operation concerning the collection of fares.

Fare collection must be in the form of cash, token, transfer, or valid pass. Passage for children accompanied by a parent or adult is governed by the instructions for the mode of operation.

Employees are required to “check and request” a fare of all passengers. That is, check that a fare has been tendered, and if not, request the base fare. Employees must be as cordial as possible when dealing with individuals who are unable or unwilling to pay the fare.

Passengers unable or unwilling to pay the fare shall be permitted to ride. Employees must document the nonpayment of fare by using the appropriate key on the farebox.

Employees must avoid, to the best of their ability, any confrontation with an individual unable or attempting to evade the fare. If the employee fears at any time that a confrontation will result and employee’s safety may become jeopardized, the employee must not pursue the matter any further. If, in the judgment of the employee, it has become critical that the individual be removed from the premises, vehicle, or equipment, the employee shall immediately contact Control Center. Incidents of the above nature must be reported to the immediate supervisor as soon as practical.

Fare collections during periods of emergencies are subject to the instructions of supervision. In the event that the passengers are being transferred from one mode of transportation to an alternate mode of transportation, employees receiving such transfer of passengers shall accept them without further payment of fares on orders from authorized representation of the Authority.

CS- 61. Familiarization With Fare Policies
Operators must be familiar with the fare zones and with transfer points for interconnecting routes, and all fare instruments and procedures.

CS- 62. General Instructions for Farebox Collection
Operators are governed by the following pertaining to farebox collection:

a. Each cash or token fare must be deposited in the farebox by the passenger. Operators are prohibited from handling or depositing a fare. (Exception: Operator are permitted to handle the fare of a person with a disability who is physically or otherwise unable to place the fare in the farebox; in such instances, the Operator must immediately place the fare in the farebox.)

b. Operators must inspect each fare for validity as it is deposited and request the correct fare, if necessary; they are required to 'dump' each fare after inspection.

c. No unauthorized object is permitted to be kept on any part of the farebox.

d. Foreign objects dropped in the farebox may be returned by having the passenger provide to the Authority their name, address, telephone number, and a detailed description of the object. Operators should immediately report the incident to Control Center and complete an incident report prior to reporting off duty.

e. Operators are required to activate the farebox by logging on when beginning their assignment. Operators are required to deactivate the fare box by logging off upon completion of their assignment or when otherwise required.

CS- 63. Inoperable Farebox
Inoperable or defective fareboxes must be immediately reported to the Control Center. The vehicle must remain in service until instructions are received from the Control Center concerning the collection of fares.
Operators must inform passengers who board that they should pay for the fare on the next vehicle they ride.
(NOTE: Collecting fares by hand is prohibited.)
Defective fareboxes must be reported on the Vehicle Condition Report.

CS- 64. Police Officers and Other Uniformed Personnel

Policemen who are in uniform are permitted free passage on all Authority vehicles. Other uniformed personnel are only permitted free passage when specifically authorized by the Authority to have such privilege.

CS- 65. Counterfeit Money

Employees must politely refuse to accept any counterfeit coin or bill offered for fare. Except where special instructions have been issued, employees shall not order the arrest of passengers who tender counterfeit money in payment of fare. If the facts warrant bringing a case to the attention of government authorities, a report should be submitted to the Director. Employee may be held responsible for acceptance of counterfeit coins or currency.

CS- 66. Transportation Fare Instruments

Employees responsible for the collection or inspection of fare instruments must do so in accordance with the policies of the Revenue Department.

EMERGENCY PROCEDURES

CS-100. Introduction to Emergency Procedures Section

SEPTA's primary concern is the safety and welfare of passengers, employees, emergency responders, and the general public. This section of the Customer Service Manual contains reprinted or paraphrased information from System Safety's Emergency Response Information Guide, 1st Edition, Effective January 1, 2007. The information is printed here for the convenience of Operations Division employees directly involved in serving the riding public.

Should there be doubt as to the meaning or application of any information or procedure addressed below, employees must refer to the actual Emergency Response Information Guide or consult with a supervisor for clarification.

CS-101. Levels Of Emergencies

SEPTA categorizes emergencies at three levels according to their severity: Emergency, Serious Emergency, Critical Emergency.

a. Emergency

For the purposes of these instructions, an emergency is defined as "An unexpected event related to SEPTA operations, vehicles, equipment, and/or facilities involving a significant threat to the security, safety or health of one or more persons, and which requires an appropriate response."

An emergency is any condition or situation that does not require immediate response action, but may come under advisement of the Control Center; examples include, but are not limited to: lengthy delays, power outages, excessive passengers.

b. Serious Emergency

A serious emergency is any condition that may jeopardize the safety or health of passengers, employees, or patrons; examples include, but are not limited to: excessive heat or cold, absence of ventilation, excessive crowding, unruly or uncontrollable passengers or patrons, medical crisis.

c. Critical Emergency

A critical emergency is any situation that poses imminent danger to life, including, but not limited to: fire, fumes, smoke, injury, explosion, chemical or biological release.

CS-102. Initial Reports

When an emergency situation or condition occurs, the employee who discovers it or is first involved must assess the situation quickly, communicate with Control Center, assume charge, if necessary, and maintain communication.

a. Assess The Situation Quickly
   The first reaction of an employee initially involved or witnessing an emergency must involve an assessment to determine how critical the situation is. The individual must determine if the situation constitutes an emergency, a serious emergency, or a critical emergency.

b. Communicate The Situation
   After the situation is assessed, the employee must communicate the situation immediately by the quickest available means (on-board CARD system, system phone, cellular phone, public phone, etc.); inform the Control Center concerning. The following information must be conveyed:

   1. precise location
   2. standing or moving
   3. description of the problem
   4. estimated number of passengers
   5. description of adverse conditions
   6. information that might affect a decision to evacuate

c. Assuming Charge
   The first employee on the scene of the emergency must assume charge if so instructed by the Control Center, otherwise follow their directive

d. Maintain Communication
   The employee in charge of the situation must maintain communication and keep the Control Center informed if possible.

CS-103. SEPTA Incident Command System (ICS)

If the emergency situation is severe enough, Control Center will implement SEPTA's Incident Command System and appoint an Incident Commander. SEPTA's Incident Command System is a strategy to respond to all operational emergencies as well as any major incident that

affects SEPTA employees, facilities, passengers, and the general public.
The SEPTA Incident Commander (IC) is the individual responsible for the management of all the incident operations in the field. All employees involved in managing the emergency situation must follow the instructions of the Incident Commander or his representative.

CS-104. Emergency Radio Transmissions

Whenever any emergency situation is transmitted via radio, all employees must clear the channel. The Control Center, Managers and Supervisors, and other designated SEPTA officials are the only ones authorized to transmit instructions to be used to clear the radio channel of interfering transmission during an emergency.

The use of cell phones, mobile, or portable radios, or any other electronic communication device within 1,000 feet of a suspected bomb threat area is prohibited. Such transmissions can activate an explosive device.

Operators on SEPTA vehicles equipped with the Computer Assisted Radio Dispatch System (CARD) are governed by that radio communication rule that prescribes use of the Priority Request-to-Talk (PRTT) and Emergency Assistance (EA) as it relates to emergency situations or conditions. Bus and rail transit vehicles that are equipped with emergency help lights should utilize this device as necessary.

a. Surface Bus Operations Codes

1. Code 99, indicating life threatening situation, must be transmitted three (3) consecutive times indicates to all parties using the radio channel to immediately clear the channel for an incoming emergency.
2. Code 1000 is used by Control Center or Transportation management personnel to clear the radio channel.

b. Rail Transit Operations Codes

"May Day" or "Emergency" must be transmitted three (3) consecutive times to obtain immediate use of the channel for emergency conditions.

c. Railroad Operations Codes

"Emergency" must be transmitted three (3) consecutive times to obtain immediate use of the channel for emergency conditions. If condition

involves traction power, then “Power Emergency” will be transmitted three consecutive times.

CS-105. Security Awareness

a. Suspicious Persons

Many emergency situations are initiated by persons who may be considered “suspicious” by nature of their personal appearance or activities. Never divulge specific information relating to the physical plant or other aspects of the operation to someone who may be considered a suspicious person.

1. Characteristics of a “Suspicious Person”

A suspicious person is someone who is:

a) In an unauthorized area;
b) In the wrong place or who appears lost
c) Overdressed for weather conditions
d) Loitering and/or watching customers and employees;
e) Pacing, nervous, or jumpy;
f) Acting in a disorderly manner that alarms or disturbs others;
g) Expressing an unusual level of interest in operations, equipment, personnel, or facilities;
h) On SEPTA property without proper identification.

2. Approaching a “Suspicious Person”

Follow these guidelines when encountering a person that may be considered suspicious.

a) When approaching the person in a restricted area, calmly ask if you can help;
b) Request identification, ask what the person’s business is, ask whom he or she is there to see;
c) Notify SEPTA transit police as soon as possible if there is no explanation for the person’s presence there;
d) Avoid approaching persons who appear outwardly dangerous or threatening; do not become confrontational, abusive, or offensive; do not try to detain the person;
e) If you have observed a person in a restricted area, or engaged in a suspicious activity, check the area for signs of tampering or evidence of suspicious packages, devices, or substances;
f) Attempt to keep the person in sight at all times and report location, activity, behavior, or physi-

cal characteristics.

g) Make a mental note of the suspicious person's physical characteristics:

1) Eyes (color, glasses)
2) Hair (color, length, style, facial)
3) Size/Body Shape (height, weight, build)
4) Complexion (skin color, acne, rashes)
5) Markings (tattoos, scars, birthmarks, body piercings)
6) Hat (color, style)
7) Shirt (color, style, sleeves, collar)
8) Pants/Shirts/Shorts (color, style)
9) Shoes (color, style)
10) Appearance (sloppy, neat, clean, dirty) 11) Accessories (bags, purses, briefcase, backpack)

Many emergency situations may be the result of suspicious objects that employees may recognize as being unusual or out of place in the operating environment. Employees should maintain a level of heightened awareness with regards to such suspicious objects as unattended packages, devices, or substances.

1. Unattended Packages

An unattended package may be one that is left:

a) On or next to a seat in a vehicle;
b) On station platforms or in a station waiting area;
c) Next to a phone booth or vending machine;
d) In a rest room.

2. Suspicious Packages

A suspicious package may be an unattended package that:

a) Is left or placed in an out-of-the-way area (under or behind the seat or bench, trash container);
b) Is an out-of-place container (fire extinguisher, propane canister, etc.);
c) Matches something described in a threat;
d) May have a threatening message attached to it.

3. Suspicious Devices

A suspicious device is one that:

a) Has visible wires and batteries attached;
b) Some sort of visible tank, bottle, or bag attached;
c) A clock or timer attached.

4. Suspicious Substances

A suspicious substance is one that:

a) Has an unexplainable pungent odor;
b) Is emitting a vapor or odor;

c) Has a visible cloud, mist, fine powder, dust, liquid, or fog with no identifiable or suspected source;
d) Causes people to experience difficulty breathing, or cough uncontrollably;
e) Causes people to suffer a collapse or seizure;
f) Causes people to complain of nausea or blurred vision.

CS-106. Emergency Situations

a. Bomb Threat

A Bomb Threat is a threat to disrupt service by the use of explosives. No bomb threat is ignored, and all threats will be treated as if the actual bomb exists.

1. Bomb Threat Via Telephone

When receiving a bomb threat via telephone, obtain as much information as possible from the caller by asking questions and writing down the information. If the official SEPTA "Bomb Threat" form is available, use it. Follow this procedure

When the call is received:
a) Listen carefully to the caller;
b) Remain calm and courteous;
c) Do not interrupt the caller;
d) Write down as much information as possible

Attempt to record the exact words of the caller.
Questions to ask include:
a) Where is it?
b) What time will it explode?
c) What does it look like?
d) Where are you calling from?
e) What is your name?
f) Why did you place the bomb?

Potentially identifying characteristics of the caller include:
a) Sex;
b) Estimated age;
c) Accent (foreign, local, etc.);
d) Voice (loud, soft, etc.);
e) Speed of talking (fast, slow, etc.);
f) Diction (good, nasal, lisp, etc.);
g) Manner (calm, emotional, vulgar, etc.).

Listen for:
a) Background noises;

b) Familiar voice;
c) Familiarity with type of operation.

Record the data:
a) Date;
b) Time;
c) Duration of the call;
Telephone where this call is being received.

Include your personal data:
a) Your name;
b) Your phone number;
c) Your department or section.

Upon completion of the call…
a) Immediately contact Control Center and/or Transit/Local Police:
1) On vehicles: notify applicable Control Center via on-board radio or SmartMDT'
2) From facilities:
   a. In Philadelphia, Centrex #5111 for fire/medical emergency;
   b. Centrex #8111 for SEPTA Police emergency;
   c. Public telephone call 911 or 215-580-5111;
   d. Outside Philadelphia, call 911.
b) Complete the official SEPTA "Bomb Threat" form and forward to immediate supervisor and SEPTA Transit Police
c) Do not leave your work station unless instructed to do so, unless immediate area is included in threat
d) Do not discuss the incident until after being interviewed by investigating personnel

Considerations: The decision to evacuate prior to an organized search shall be made by the person in charge of the conveyance or facility, Control Center, or Authority Having Jurisdiction (AHJ.) If a device is found, stop all search activities and evacuate occupants to a point of safety or as far away as possible.

2. Known or Observed Explosive Devices

a) Stay at least 300 feet from small devices, providing you have shielding.
b) Stay at least 1,000 feet from large devices in the open.
c) If a large device is suspected, get as far away as possible.
d) Do not attempt to move injured persons unless

conditions pose imminent danger.

e) Inform the Control Center of the meet location once the evacuation is completed.

f) Take a headcount. Ensure that all individuals have been evacuated from the danger area. If all individuals are not accounted for, immediately notify the IC, AHJ, and CC.

b. Crime

Any employee who observes an incident that can be considered to be a crime shall immediately contact the Control Center to obtain police assistance. Employees are then governed by the instructions of the Control Center.

Acts of crime include, but are not limited to, the following:

1. Assaults;
2. Destruction of property;
3. Thefts;
4. Unlawful entry;
5. Robbery.

Employees should always be attentive to suspicious actions involving persons on or near SEPTA vehicles or property. If suspicion is that a person or persons are entering SEPTA vehicles or property without authorization, are tampering with or destroying any device, the employee should immediately notify Control Center, or, if available, SEPTA police.

The employee who observes a crime taking place should not take any physical or verbal action that will aggravate the situation. The employee's safety is the primary concern. When in doubt, the employee should wait for a police officer. The employee should, however, attempt to obtain names of any other persons who may have witnessed the crime.

CS-107. Evacuating Passengers

The term "evacuation" is defined as the discharge of passengers under unusual conditions that threaten the safety or health of passengers. This definition pertains to emergency situations only, and excludes the transfer of passengers arranged by supervision due to operational problems. Evacuations must be carried out under controlled conditions subjecting passengers to the least possible degree of inconvenience. In the event passengers get off any train / vehicle under uncontrolled circumstances, the Control Center must be notified immediately.

a. Evacuation Decision

The decision to evacuate must be confirmed by

the Control Center unless there is imminent danger to the safety of passengers and employees, in which case immediate action must be taken. In any decision to evacuate, the safety of passengers must be the primary concern. Employees on the scene must immediately take charge of the situation to avoid passenger panic.

In all cases of evacuation, police or other emergency response personnel may be used, except where evacuation occurs in a tunnel, on a trestle or viaduct, in which case they must be used.

b. Evacuation Priorities

Evacuation priorities are based upon the level of emergency defined in Rule CS-101 (i.e. Critical, Serious, Emergency.)

If the emergency is deemed “Critical” where there is imminent danger to life, the decision to evacuate a vehicle shall be made by the most responsible employee on the scene, usually the Operator.

In situations where there is no imminent danger to life, the decision to evacuate a vehicle will be made by the Control Center. This decision will be based upon the threat to passenger safety or health. The Control Center will then inform the vehicle Operator of the decision to evacuate and advise of any assistance for the evacuation.

At all levels of emergencies, the maximum amount of accurate and pertinent information must be provided to the Control Center in the quickest possible time to facilitate a prompt decision on evacuation or other alternate measures to relieve the condition.

On-site personnel must transmit the following information as soon as possible:

1. Description of the problem, including vehicle number(s) involved and the approximate number of passengers
2. Location, direction, block number, whether in a station, in tunnel, or on street
3. Length of time the vehicle has been stopped, and an estimate, if possible, of how much longer before it can be moved
4. Any adverse conditions jeopardizing the safety or health of individuals, including fire, smoke, fumes, lack of ventilation, unruly or uncontrollable persons, excessive heat or cold, excessive crowding, no lights

5. Any other pertinent information, including sick or handicapped or disabled persons

c. Emergency Communications

In the event of an emergency, communications must be maintained by:

1. Radio, if possible
2. Company phone, platform emergency call box, or public telephone
3. Any other available means

Control will direct the Operator to make the following announcement, if necessary…

"May I have your attention please? This vehicle will not be able to continue on to its scheduled destination. Therefore, arrangements have been made to evacuate you and we expect to begin the evacuation shortly. Please remain seated until the evacuation begins. We sincerely regret the inconvenience. Thank you."

CS-108. Methods of Evacuation

The method of evacuation chosen must be the one offering maximum passenger safety and minimum passenger inconvenience. Evacuation requiring moving passengers onto the roadbed must be avoided unless no other means is possible.

The preferred methods of evacuation and procedures are as follows:

a. Rail Equipment To Platform

All equipment: Whenever possible, a rail vehicle must be directed to move to the nearest station to off-load passengers. Evacuation of a fully platformed vehicle consists of discharging passengers onto the platform. All doors should be positioned on the platform, if possible. If not, only those doors that are on the platform shall be used.

b. Rail Equipment To Equipment

All Equipment: When any rescue equipment is located on an adjacent track, the equipment should be positioned directly across from the equipment being evacuated so that emergency apparatus can be utilized. In this type of evacuation, ONLY one set of doors will be opened on each car.

1. Subway/Elevated Trains:

If the train is between stations, Control Center will direct a rescue train to proceed to the train to be

evacuated and move up directly behind it. When possible, the trains should be coupled and the passengers should be evacuated through the end doors.

Safety Note: Passengers must not be permitted to pass between cars that are not coupled.

If impossible to couple the trains, and passengers must be evacuated onto the roadbed, follow procedures for "Rail Equipment to Roadbed" prescribed below.

2. Green Line Trolleys; Norristown High Speed Line and Media/Sharon Hill Trains:

If the train is between stations, Control Center will direct rescue equipment to proceed to the train or vehicle to be evacuated and move to a location directly ahead, behind, or adjacent to it.

c. Rail Equipment To Roadbed

All Equipment: This method of evacuation should only be utilized if consistent with passenger safety and with the approval of the Control Center. In tunnel areas and at certain locations along the private right-of-way, emergency ladders are located at the ends of platforms and in emergency exits.

During any equipment to roadbed evacuation, passengers MUST be kept together at all times until they have been evacuated to a safe and secure area.

Where 3rd rail is present, passengers must be evacuated *away* from the 3rd rail side, if possible. If practical, 3rd rail must be de-energized.

If overhead trolley or catenary wire is downed on or in close proximity to the equipment, no passengers will be evacuated until the power has been de-energized.

Employee(s) conducting the evacuation must first get off the equipment and select a safe means of exit from the equipment. Only one door must be used, which should be the door closest to the station or near a convenient point of exit from the track area. The door must be held open and secured open. Assisting personnel should be located at the door and on the roadbed.

If passengers must be evacuated between the running rails, one employee must act as the Flagperson on the unobstructed track.

Safe means of exit from the roadbed must

be selected. In the event the area is fenced or otherwise obstructed, personnel must assist police or outside agencies in providing safe access to the public area.

Sufficient light and guidance must be provided to ensure safe movements of passengers to the nearest public area under prevailing conditions.

1. **Subway/Elevated Trains:**
   Before any evacuation is initiated that would require passengers crossing an active track, Control Center MUST stop all trains and de energize the 3rd rail.

   If the train is not in close proximity to a station, permission MUST be obtained from the Control Center to walk passengers along the roadbed or catwalk to the station.

2. **Norristown High Speed Line and Media/ Sharon Hill Trains:**
   If the evacuation involves two or more units, the passengers will be evacuated from one unit at a time UNLESS sufficient personnel are present to assist. For NHSL evacuations, the 3rd rail should be de energized. Where rescue vehicles are positioned ahead or behind, the side doors away from the 3rd rail should be used.

   If the train is not in close proximity to a station, permission MUST be obtained from the Control Center to walk passengers along the roadbed to the station.

d. Rail Equipment On Bridges, On Trestles, Or In Tunnels

If disabled or delayed, passengers must be instructed to remain on board for their own safety. Passengers must be kept continually informed of the situation.

Safety Note: In all instances, passengers must be prevented from alighting on their own from vehicles when on trestles, on bridges, or in tunnels.

If passengers are insistent upon leaving the vehicle and it cannot be controlled, advise them of the following hazards:

1. Moving vehicles on all tracks;
2. Tripping hazards, such as rail, ballast, debris, drains, etc.;
3. Warn them about crossing over or walking between tracks;
4. 3rd rail electrification.

1. Evacuations Under Special Circumstances

Whenever possible, evacuations should be avoided on bridges, on trestles, or in tunnels. Only in the event of life-threatening situations should passengers be evacuated without the approval of the Control Center or without the assistance of outside rescue agencies.

Efforts should be made to move the equipment off bridges or trestles or out of tunnels by any means possible. If practical to evacuate by utilizing rescue equipment, that method should be used.

A SEPTA manager or supervisor accompanied by rescue personnel MUST be on scene before any evacuation begins.

2. Bridges or Trestles

Extreme caution must be exercised. The following procedures apply in all instances:

a) Secure the vehicle.

b) Instruct passengers who may be wearing high-heel type of shoes that they should remove them to avoid getting caught.

c) Assisting personnel must be positioned outside the vehicle first to select the safest exit possible from the roadbed.

d) Select the one door to be used, preferable the door closest to the point of safety, then open and secure the door.

e) Instruct passengers to stay together and use the “buddy system” ensuring that the elderly, children, and physically and mentally challenged persons are safely guided.

f) One SEPTA person should remain positioned at the door while another leads passengers to a point of safety; footing should be checked for the best route to safety.

g) Sufficient lighting and guidance must be provided under prevailing conditions.

3. Tunnel locations

Extreme caution must be exercised. In addition to the procedures outlined above for “Bridges and Trestles,” the following directives apply in all instances:

a) Reflective vest must be worn at all times.

b) Flashlight must remain illuminated at all times.

c) Walk passengers on the wall side, not along poles, unless absolutely necessary.
d) Before crossing any track, stop first to observe in both directions.
e) Do not cross 3rd rail except in extreme emergency.
f) Be alert to “Close Clearance” signs.
g) Point out any hazards you may encounter to passengers.
h) Advise passengers of the following:
1.Secure loose clothing to prevent snagging.
2. Do not step on the rail head.
3. Avoid walking on switches.
4. Avoid getting close to raised 3rd rail.
5. Be on the lookout for slippery or wet areas.

Safety Note: Passengers MUST be led, not directed, to the nearest safe emergency exit.

e. Bus, Trackless Trolley Or Rail Vehicle On Street

If the evacuation involves two or more rail units, the passengers will be evacuated from one unit at a time UNLESS sufficient personnel are present to assist.

1. Buses:

Extreme caution must be exercised. The following procedures apply in all instances:

a) Position the bus to the side of the roadway to a point of safety whenever possible.
b) Activate 4-way hazard lights.
c) Set parking brake
d) Chock the wheels.
e) Give clear and concise directions to passengers.
f) Open both front and rear doors.
g) Shut down engine if still running.
h) Operator shall exit the bus and direct passengers to a safe location away from the current traffic.
i) Ensure all persons have vacated the bus.
j) Place warning devices within 10 minutes in accordance with applicable operating rule.

In an extreme emergency, the side windows and escape/vent roof hatches on buses may be utilized as safety permits.

2. Rail Vehicles:

Extreme caution must be exercised. The following procedures apply in all instances:

a) Stop the vehicle in a safe location, if possible; if far away from curb or sidewalk, whenever possible, guide passengers from trolley to sidewalk.

b) Announce that there is an emergency on-board and that passengers must alight in an orderly manner (except in a “Critical Emergency.”

c) If safe to do so, place Direction Switch in NEUTRAL, and Mode Switch in STORAGE, apply paring brake, turn off toggle switches.

d) If safe to do so, pull pole, turn off Battery Breakers.

CS-109. Fatality/Serious Injury

Employees who are involved in or who encounter a fatality or serious injury along the right-of-way must immediately contact the Control Center by initiating an emergency radio or telephone transmission. The employee must give a brief detailed account of the occurrence, including exact location. All affected employees are then governed by Control Center instructions.

Control Center personnel must immediately ascertain if the event has any immediate impact on following or opposing rail transit or vehicular traffic movement. If so affected, the employee placing the call must be advised to arrange for immediate on-ground protection on adjacent tracks or traffic lanes.

The Control Center, whenever possible, must immediately arrange to protect adjacent tracks along the rail right-of-way and to protect the incident train or vehicle against following movements.

Control Center must contact 911 as appropriate advising of the situation. Managerial or Supervisory personnel must be dispatched to the scene as appropriate.

CS-110. Fire/Smoke

a. SEPTA Property

In the event of fire or smoke on SEPTA property, employees are governed by the emergency evacuation procedures and instructions for that exact location.

b. SEPTA Vehicles

In the event of fire or smoke on a SEPTA vehicle, the Control Center must be notified immediately via emergency radio and telephone communication procedures. Depending upon the severity of the fire, employees will be governed according to the seriousness of the incident.

In the event that the Control Center cannot be contacted through normal means, the employee must attempt to utilize a telephone and dial 911 to report the fire.

In all instances, the following information, as applicable, must be provided to the Control Center:

1. Route line, block number, vehicle/train number, name or name and title, account number.

AND

2. Location and direction, including the nearest station, access point or ramp, or if on a barrier divided highway, on a trestle, in a tunnel, on a viaduct; provide a landmark, if possible.

AND

3. Clear explanation of the emergency situation, including whether equipment is disabled, the number and description of injuries as a result of smoke or fire, if there are any physically challenged persons involved, and if any other dangerous condition exists.

c. Fires on Rail Vehicles

If the fire occurs in a station location, the Operator must secure the vehicle as quickly as possible and evacuate the passengers onto the station platform. If safe to do so, the pantograph must be lowered or the pole must be pulled off and battery breaker turned off.

If a fire occurs between stations, vehicle shall proceed to the next station if safe to do so, and then follow above instructions.

If vehicle is between stations and is unable to proceed to the next station, the Operator must secure the vehicle (pantograph lowered or pan pulled/ battery breaker off) and evacuate passengers in accordance with evacuation procedures to the safest location possible, away from 3rd rail or other energized wires.

Whenever it is deemed safe to do so, employees must attempt to extinguish the fire by use of the fire extinguisher.

d. Fires on Buses and Trackless Trolleys

In the event fire is detected inside the vehicle or in the engine compartment while the bus is operating, the Operator must:

1. Pull off the roadway to the safest point.

Then

2. Evacuate passengers in accordance with evacuation procedures.

Then

3. Shut down the engine.

Reflective markers must be placed in accordance with State and Federal regulations.

Safety Reminder: The Parking Brake must be applied, and bus engine shut down by placing the Master Run Switch in the “Night Park” position which will enable the doors to continue operating.

Buses equipped with automatic fire suppressant systems are designed to activate automatically. (Note: The Champion and older Neoplan [3400’s] do not have fire suppressant systems.) NABI buses, in addition, are equipped with a manual override. In the event the NABI automatic system does not activate, the employee must manually engage the fire suppressant. Otherwise, the on-board fire extinguisher should be utilized inside the vehicle or on exterior fires other than inside the engine compartment.

Warning: The Operator MUST NOT open the engine compartment door to attempt to put out a fire with the fire extinguisher. It may be discharged on the exterior door panel ONLY.

Any time the bus seems to be slower than usual and heavy black smoke is noticed coming from the exhaust (these two conditions occurring simultaneously), DO NOT continue to operate the vehicle. Immediately park the bus in a safe location, follow evacuation and shut-down procedures outlined above, and contact the Control Center.

e. Fires Involving Tunnels

A rail or bus vehicle that experiences smoke or fire that occurs outside a tunnel area shall not enter or shall not be permitted to enter the tunnel area. Before such vehicle is permitted further entrance, it must be known by the Control Center that the smoke or fire event has been completely remedied.

When the smoke or fire event occurs after a rail or bus vehicle has already entered a tunnel location, the Control Center shall not permit other vehicles to enter until it has been determined safe to do so.

CS-111. Hazardous Materials

For the purposes of this instruction, a hazardous material is a substance or material which has been determined by the Secretary of Transportation to be capable of posing an unreasonable risk to health, safety, and property when transported in commerce, and which has been so designated.

Employees who make on-the-scene decisions as to emergency actions to be taken for incidents involving hazardous materials in the transportation environment should take the following actions as rapidly as possible:

a. Protect your own safety first;
b. Observe from a distance;
c. Resist rushing in;
d. Maintain a safe distance;
e. Determine prevailing wind direction;
f. Stay clear of all spills, vapors, fumes, and smoke;
g. Take action only if it is safe to do so;
h. Rescue any injured persons and move them out of area;
i. Survey the scene and adjacent area, determine conditions, communicate to Control Center;
j. Protect life and property;
k. If on vehicle or in facility, make determination, in conjunction with Control Center, as to whether to turn off or leave activated HVAC or exhaust fan system.

CS-112. Hostage Situations

A hostage situation is one in which a person or persons are held against their will by another person or persons for the purpose of using such victim(s) as a bargaining tool to accomplish a goal.

The target of the hostage-taker is not the hostage. The hostage-taker wants to obtain something - as simple as money or as complicated as a political goal. If you observe a hostage situation, contact 911 immediately, then contact the Control Center utilizing the “PRT” or “EA” on the CARD System. Keep a safe distance if possible.

If you are directly involved in a hostage situation, these following actions are advised:

a. Avoid heroics;
b. Try to remain calm;
c. Keep your hands readily visible;
d. Avoid abrupt movements;
e. Do not argue or threaten the hostage-taker(s);
f. If in near proximity to the hostage-taker(s), look for a place to retreat if the situation worsens;
g. Evaluate the situation:
    1. Evaluate the immediate area and surrounding area
    2. What kind of weapon(s) is being used?
    3. How many hostage-takers are present?
    4. Description of the hostage-takers
    5. Has anyone been physically injured?
h. Let police handle the scene.

CS-113. Medical Emergency On Board Train Or Vehicle

A medical emergency is defined as any condition or situation in which a person requires immediate medical attention at the scene by someone other than that person.

Employees observing or encountering a medical emergency on board a train or vehicle should follow this procedure:

a. Ascertain if there are any medical personnel on board who can provide medical assistance;
b. If trained in CPR and First Aid and so predisposed, render medical assistance;
c. Immediately contact the Control Center advising of the nature and severity of the medical emergency, current location, and estimated time of arrival at the nearest optimum point for emergency responders to render medical assistance.

Control Center personnel must immediately assess the situation or condition, and then contact 911. Based upon the severity, Control Center must advise the employee placing the call as to the emergency response status. No seriously ill or injured person shall be left alone until proper medical assistance arrives.

CS-114. Natural Hazards
Any natural hazard that is observed by an employee must be brought to the immediate attention of the Control Center by the quickest means of communication. This includes, but is not limited to, extreme weather, washouts, high water, or fires.

Rail transit vehicles must not be operated through high water that is over top the head of the rail unless specifically instructed to do so by a responsible manager or supervisor.

Safety Advisory: All employees should also familiarize themselves with the current SEPTA Winter Weather Plan and SEPTA Hurricane Plan. Such plans address severe weather conditions and are designed to provide guidelines for the maintenance of safe operations for passengers, equipment, and employees through departmental activities and effective communication.

CS-115. Sabotage
Sabotage is defined as an act of deliberate obstruction or destruction designed to hinder or hurt an effort or persons.

Employees who are on or about SEPTA property or equipment continually are in the best possible position to know if any sabotage has been committed. YOU are the most knowledgeable when it comes to infrastructure and equipment performance and characteristics.

Based upon your knowledge or experience, if you know of, if you observe, or if you have suspicion of an act of sabotage, you must follow these actions:

a. Immediately warn any other persons, who may be affected by the situation or condition, that a danger exists;
b. Prevent any other person(s) from engaging the equipment or occupying the immediate property area where the sabotage has occurred;
c. Without delay, contact your immediate supervisor;
d. Control Center must be contacted and advised of the situation or condition;
e. Do not attempt to correct the condition until it has been properly inspected by responsible personnel and determination has been made.

Upon receipt of information that indicates an act of sabotage, Control Center personnel must immediately advise upper management. Police or security personnel should be advised as deemed appropriate for the described situation or condition.

CS-116. Terrorism

Note: Before reviewing this section, employees should first familiarize themselves with all sections of this manual, which contain specific guidelines and directives relative to terrorism information presented below in this section.

a. General Information

On-going terrorist activities are evidence that in today's world, we all must maintain a heightened awareness of our susceptibility to terrorist attacks.

Employees must recognize that any public gathering may be considered an "opportunity" by individuals to attack innocent people. While the very freedoms and liberties we enjoy create an environment that makes it difficult to guarantee safety from terrorist actions, by understanding the guidelines and directives for specific emergency situations contained in this manual, employees are best prepared to handle such terrorist actions.

b. General Directives

These following general directives may help prevent a future tragedy:

1. Be alert for suspicious packages or suspicious persons.
2. Provide notification by the quickest means available about anything of a suspicious nature to either SEPTA Transit Police (215-580- 4131), Control Center, or 911.
3. Do not attempt to move or remove a suspicious package or device if one is discovered; refrain from using radio or cell phone communications in the vicinity of the device; leave the immediate area of the device and advise others to do so.
4. Do not take aggressive action against suspicious persons; if possible, keep them in view at all times.
5. Take notes of your observations as soon as practical so that accurate information can be provided.
6. Follow the direction and instructions of the professional responders handling the scene; this direction may be communicated through a manager or Control Center.

c. National Terrorism Advisory System:

The National Terrorism Advisory System, or NTAS has developed a National Transit Response Model that supports the initiatives of the Office of Homeland Security (OHS.) This model provides guidance to the transit industry in responding to various OHS threat level designations. Following is that model.

Imminent Threat Alert
Warns of a credible, specific, and impending ter rorist threat against the United States.

Elevated Threat Alert
Warns of a credible terrorist threat against the United States.

After reviewing the available information, the Secretary of Homeland Security will decide, in coordination with other Federal entities, whether an NTAS Alert should be issued. NTAS Alerts will only be issued when credible information is available.

These alerts will include a clear statement that there is an imminent threat or elevated threat. Using available information, the alerts will provide a concise summary of the potential threat, information about actions being taken to ensure public safety, and recommended steps that individuals, communities, businesses and governments can take to help prevent, mitigate or respond to the threat.

CS-117. Traction Power

Electrical power shall be de-energized for any life threatening situation or incident at track or street level.

a. General Information

Following is a list of likely situations which may occur that would require immediate removal of traction power:

1. A person contacted by or under a vehicle with traction power as the source.
2. A person in direct contact with 3rd rail or overhead catenary.
3. At the scene of a derailment or collision.
4. Fire or smoke inside trains or vehicles.
5. Damage or destruction around equipment or property.
6. Passenger evacuations in private right-of-way.
7. Fire or police personnel present on line.
8. An intrusion along private right-of-way.
9. Flooding: when train or vehicle is in water and water is rising above top of rail.
10. When overhead catenary wire is in contact with flood water, or is down on dry land.
11. Emergency declared by the PECO dispatcher.
12. Emergency maintenance.

Electrical power must always be considered to be energized until it has been confirmed by authorized Facilities personnel (or confirmed by the authorization through Control Center) that power is de-energized.

b. Requesting Power Cut or Restored

All requests for traction power removal must be made directly to the Control Center

The following procedures apply:

1. Employee shall transmit via radio or line phone either the word “Emergency” or the words “May Day” three consecutive times
2. Clearly state reason for the request.
3. Clearly state precise location.
4. Remain in communication with Control Center to confirm that electrical power has been de-energized.
5. Report any other condition that may further jeopardize safety or health of any persons at the scene.
6. Follow instructions of the Control Center.
7. Maintain order in the area by keeping others away from the danger area.

The person requesting removal of power CANNOT authorize restoration unless that person is designated as the Incident Commander, or has been duly relieved of that responsibility by an authorized Power employee.

c. Person Near Electrical Power Source

If a person is in danger of being too near to electrical power sources but has not made direct contact, the employee must warn that person of the danger. Avoid alarming the person. Give calm and clear directions to guide the individual away from the danger area. Any incident of this nature must be immediately reported to the Control Center.

d. Person In Contact With Electrical Power Source

Any employee who is witness to a person contacted by 3rd rail, overhead catenary, or any other dangerous electrical source must immediately request traction power to be de-energized as outlined above.

Employees should refer to first aid information to obtain instructions on safely releasing victims from contact with electrical power sources.

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